



ServiceNow management role  Exclusive job

**JAPAC wide project! WFH in place**

#### Job Information

**Recruiter**

Smart Partners

**Job ID**

1491262

**Industry**

Pharmaceutical

**Job Type**

Contract

**Location**

Tokyo - 23 Wards

**Salary**

5.5 million yen ~ 9 million yen

**Refreshed**

February 20th, 2026 13:02

#### General Requirements

**Minimum Experience Level**

Over 6 years

**Career Level**

Mid Career

**Minimum English Level**

Business Level (Amount Used: English usage about 50%)

**Minimum Japanese Level**

Business Level

**Minimum Education Level**

Technical/Vocational College

**Visa Status**

Permission to work in Japan required

#### Job Description

**Key Responsibilities:**

- Manage JAPAC Service Desk operations and ensure SLA compliance.
- Lead ITSM process improvements and identify efficiency opportunities.
- Oversee regional desks in Japan, China, and the Philippines.
- Act as the entry point for JAPAC projects and resolve escalations.
- Create reports/dashboards and participate in regional/global meetings.
- Ensure compliance with Incident, Request, and Knowledge Management processes.

#### Required Skills

**Requirements:**

- Strong English and Japanese communication skills; Mandarin is a plus.
- 3-5 years of Service Desk management experience.
- Knowledge of ITIL best practices (certification preferred) and ServiceNow.
- Ability to work independently and thrive in a fast-paced environment.

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#### Company Description